

PROCEEDINGS OF THE BROWN COUNTY HUMAN SERVICES BOARD

Pursuant to Section 19.84 Wis. Stats, a regular meeting of the **Brown County Human Services Board** was held on Thursday, July 29, 2010 in Board Room A of the Sophie Beaumont Building – 111 North Jefferson Street, Green Bay, WI

Present: Tom Lund, Chairman, Allison Draheim, Paula Laundrie,
JoAnn Grashberger, Helen Smits, Maria Zehren

Also

Present: Brian Shoup – Executive Director Human Services
Ian Agar – Child & Family Services
Jean O'Leary – Long Term Care
Kay Smet – Staff Accountant
Jenny Hoffman – Economic Support Administrator
Mary Johnson – CTC – Hospital Administrator
Kevin Lunag – Clinical Services
Jim Hermans – Child Protection/Juvenile Services
Tim Schmitt – Human Services Department Finance Manager
Margaret Hoff – CTC Accountant

1. **Call Meeting to Order:**

The meeting was called to order by Chairman Tom Lund at 5:22 p.m.

2. **Approve/Modify Agenda:**

Motion made by J. Grashberger and seconded by P. Laundrie to approve the agenda. MOTION APPROVED UNANIMOUSLY

3. **Approve Minutes of June 10, 2010 Human Services Board Meeting:**

Motion made by P. Laundrie and seconded by J. Grashberger to approve the minutes. MOTION APPROVED UNANIMOUSLY

(Maria Zehren arrived 5:25 p.m.)

4. **Presentation of 2011 Budget by Management Team:**

Management Team members introduced themselves, giving highlights of the goals and initiatives of the 2011 budget for their individual departments.

Brian Shoup, Director of Human Services, referred to the budget summary distributed to Board members, highlighting policy initiatives and goals of the Human Services Department. Challenges over the next year include:

- To stimulate a sharper focus on vision and strategy
- To focus on improvements in the organization and culture, especially at the CTC, i.e. customer service
- To deal with gaps in Outpatient Mental Health Programs
- To initiate and explore collaborative planning both with other counties and other community institutions, i.e. school districts
- To plan for Family Care

- To improve reimbursements on first and third party payers
- To work with the LEAN process

Mr. Shoup informed the Board that because of a \$2 billion shortfall in the State, the County Executive has developed guidelines using the cost for the department to continue services status quo, then asking for a 5% cut. Hinz has also requested a contingency budget which would back the budget off an additional 5%.

Each member of the Management Team was introduced and gave an overview of their department, along with budget initiatives for 2011.

Kay Smet – Staff Accountant

Ms. Smet stated that she works mainly with the children's unit, along with other accountants in preparation of the budget.

Kevin Lunog – Adult Clinical Services

Mr. Lunog explained this department is located at the CTC and provides comprehensive programming for adults with substance abuse and mental health issues who lack the resources to obtain services elsewhere in the community. Programs include Operating while Intoxicated (OWI) Assessments, Outpatient Counseling, Inpatient Care, and Residential Treatment. Services which are offered include intensive outpatient treatment, aftercare groups, individual therapy, co-occurring disorder treatment, case management services, referral for residential treatment, prevention services, etc. Funding options include private pay, sliding fee scale, Medical Assistance, and insurance.

Budget Initiatives – Mr. Lunog described the activities involved with adults with mental health and AODA issues, crisis services, etc. In the last year, four sub-committees were created to review how services can be better provided and how to better establish goals and initiatives. Those areas included transportation costs, client activities, case management waiting list, physician shortage, Medicaid programming, budget impact, etc.

Ian Agar – Child & Family Services

Family Services is located at the CTC and provides assistance to county residents 18 and over who may be experiencing life challenges related to physical or developmental disabilities, infirmities of aging, mental illness, or substance abuse. Services range from outpatient behavioral health intervention to long term care arranged through enrollment in state and federal assistance programs. In addition to Family Services, Child Services within this department offer disability services, autism services, a Birth to Three Program, Foster Care, Kinship Care, Volunteer Programs and Services, etc.

Budget Initiatives – Mr. Agar reported that as a result of the budget process last year, a Social Worker position was eliminated reducing staff from three to one. With the arrival of Family Care, Agar stated there will be fewer waiver dollars coming to the department. Mr. Agar also addressed budget initiatives in the areas of volunteer services, adult protection, Birth to Three Program, Children's Waiver, etc.

Jean O'Leary – Long Term/Family Care

Ms. O'Leary supervises the Long Term Care Unit and works with the population who will be affected most by the new Family Care Program. This population

includes the elderly, physically disabled, and developmentally disabled. Approximately 1400 individuals are served within these programs by 38 case managers. Brown County is involved in planning for the expansion of Family Care into the Northeast Region. Several counties have come together to cooperatively create a new district where all adult long term care resources are pooled to serve consumers under a managed care model. The name of the District is Northeast Wisconsin Family Care and they will serve the counties of Brown, Door, Kewaunee, Marinette, Menominee, Oconto, and Shawano.

Budget Initiatives – In the Long Term Support area involving the elderly and disabled, because of the implementation of Family Care, Ms. O'Leary stated that case loads are expected to increase because of initiatives established to remove this clientele off waiting lists. Diversion slots will be available if criteria is met to stay out of a nursing home and at home. On the other hand, in the developmentally disabled area there are no new initiatives so this group will continue using levy dollars. Ms. O'Leary also addressed other areas including adult family homes, Aspiro, etc.

Jenny Hoffman – Economic Support Administrator

Economic Support programs include determining eligibility for various children's programs, in addition to Food Share, and Medicaid. There are approximately 16,000 families served by 55 staff. The Change in Information Center was recently established to find efficiencies due to increased caseloads and has helped to field thousands of monthly calls. The Center has six eligibility workers who take calls and record status changes.

Budget Initiatives – The goal of Economic Support is to assist families with their basic needs for food, health insurance, and child care. It is an entitlement program funded by the state with no waiting list. Because of the economic times, case loads are continuing to rise and where traditionally clientele were low income individuals, many families are now seen because of loss of employment. This department presently assists 15,000 families, with an average caseload at 650. This compares to 300 to 400 in Outagamie County, 350 to 500 in Winnebago County, and 390 families in Shawano County. High caseloads can cause a delay in benefits. Because of efficiencies in the Change in Information Center, a Clerk II position will be eliminated.

Ms. Hoffman stated that due to retirement, a Fraud Investigator position will be unfunded with the goal to have an Economic Support Specialist use better techniques to get accurate information upfront. Two ESS positions have been requested.

Mr. Shoup added there is presently one Fraud Investigator position in existence. The retiring investigator in her exit interview recommended her position not be refilled, stating it was her opinion there are not enough cases to justify two positions. He will be informing the County Board of this fact.

Jim Hermans – Child & Family Services

Mr. Hermans oversees the Child Protective Services Program, the Juvenile Justice Program, and the Shelter Care Facility. Child Protective Services is responsible for investigation and follow-up on allegations of child abuse. Approximately 4,000 referrals are projected within the next year. The Juvenile Justice portion of the department focuses on referrals received from law enforcement. Services are

intended to protect children from abuse and neglect, assure accountability in the area of juvenile justice, and provide child centered, family focused support aimed at promoting the health and well-being of children and families. Over 4,000 referrals are expected within the next year. Hermans explained that the Shelter Care Facility serves up to 20 youth at a time with admissions at 300-400 a year. It is a transitional facility with the length of stay short-term.

Budget Initiatives – Mr. Hermans reported the department continues to receive more referrals of child abuse and neglect in the community, although a portion are screened out as they do not meet the statutory level of required investigation. Because of increased interest by the State and Federal Government, the County is receiving increased expectations and requirements without additional revenue. Approximately 30% of the referrals are investigated, compared to a State average of 55%, and 60% nationally. In order to raise this percentage, Hermans stated that more investigative staff would be necessary.

Highlights of other areas included volunteer services, foster services, and contracted services. In regard to Juvenile Justice, Hermans stated that statewide there have been less referrals, so staff in that area are contributing in the Child Protective area in a collaborative effort.

Mary Johnson – Hospital & Nursing Home Administrator, CTC

The CTC houses a 53 bed nursing home and a 37 bed psychiatric unit. The nursing home has an average census of 62 designed for emergency protective placement for the vulnerable elderly. The psychiatric hospital serves 12 other contracted counties. The hospital also serves emergency detentions, custodies, detox, voluntary admissions, three party petitions, etc.

Budget Initiatives – Ms. Johnson reported that the nursing home served over 1800 admissions in the prior year. About two years ago, it was certified for Medicare A. Two staff have been trained in LEAN rehabilitation and recently facilitated an event for storage. In addition, a LEAN project is underway in the psychiatric hospital. An attempt is being made to streamline processes to avoid redundancy. Other initiatives include the implementation of an electronic record system required by 2012, the development of a plan to reduce staff over 10 hours, and a plan to reduce the use of temporary replacement help.

Tim Schmitt – Finance Manager/Human Services

Mr. Schmitt oversees budget preparation and financial activity for both the Community Treatment Center and all Community Programs.

Budget Summary – Mr. Schmitt reiterated Mr. Shoup's comments that the County Executive's initiative is to calculate the cost to continue services, backing it off 5%. The Human Services budget, he explained, includes two divisions, one for Community Programs, and one for the Community Treatment Center. He stated he does not foresee the necessity to draw on the fund balance for Community Programs initiatives and that it is a balanced budget with revenues appearing to be similar to those in the 2010 budget. The County tax levy for Community Programs is \$19.648 million, an increase over the last year. State and Federal revenues are in line with percentages from the 2010 budget. Expenditures for Community Programs are consistent with the 2010 budget.

The Community Treatment Center budget, however, although close to a balanced budget, is not balanced. Several initiatives will be implemented in terms of attempting to reduce the levy impact by increasing revenues and decreasing expenses. Hospital revenue is projected to be 33% of the total revenue, with last year hospital revenue at 27%. Nursing home revenue is projected to be 26% of the total Community Treatment Center revenue, while last year it was budgeted at 31%. The County tax levy for the CTC in 2011 is \$3.56 million, an increase from 2010 (21% in 2010 to 24% in 2011).

5. **Approval/Modification of Budget:**

Comments from the Board resulted in the consensus to approve the 2011 budget as presented.

Motion made by P. Laundrie and seconded by H. Smits to approve the 2011 Budget as presented. MOTION APPROVED UNANIMOUSLY

6. **Director's Report:**

Director Shoup distributed a Resolution drafted by Door County relative to the "Creation of Northeast Wisconsin Long-Term Care District" (see attached). He stressed that this is a draft which will be reviewed by Corporation Counsel and re-drafted for Brown County.

7. **Any Other Matters:**

Next Meeting: Thursday, August 12th, 2010

Topic: Family Care Presentation by Rolf Hanson, Planning Director

8. **Adjourn Business Meeting:**

Motion made by J. Grashberger and seconded by M. Zehren to adjourn at 7:45 p.m. MOTION APPROVED UNANIMOUSLY

Due to the length of the 2011 Budget Presentation, the following items are included for reference and review, however, were not be discussed during this meeting.

1. *Financial Report*
2. *Bellin Hospital Statistical Update*
3. *Community Treatment Center Statistical Update*
4. *Contract Update*

Respectfully submitted,

Rae G. Knippel
Recording Secretary